

ABSTRACT OF THE DISCLOSURE

EXPERT HOLD QUEUE MANAGEMENT

5 A method, system, and program for expert hold queue
management are provided. A call is received at a call
center. The call is placed on hold in a hold queue until a
representative of the call center is available to answer the
call. While on hold in the hold queue, the call is
transferred to an expert. In particular, the call may be
transferred to a second hold queue within the first hold
queue if the expert is not immediately available. Experts
may include freelance experts, query based experts, and
emergency response experts. Then, responsive to detecting
the call at the top of the call queue, the caller is
notified of an availability of a representative. The caller
may select to remain with the expert or transfer to the
representative.

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